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# **INTERNAL SERVICE**

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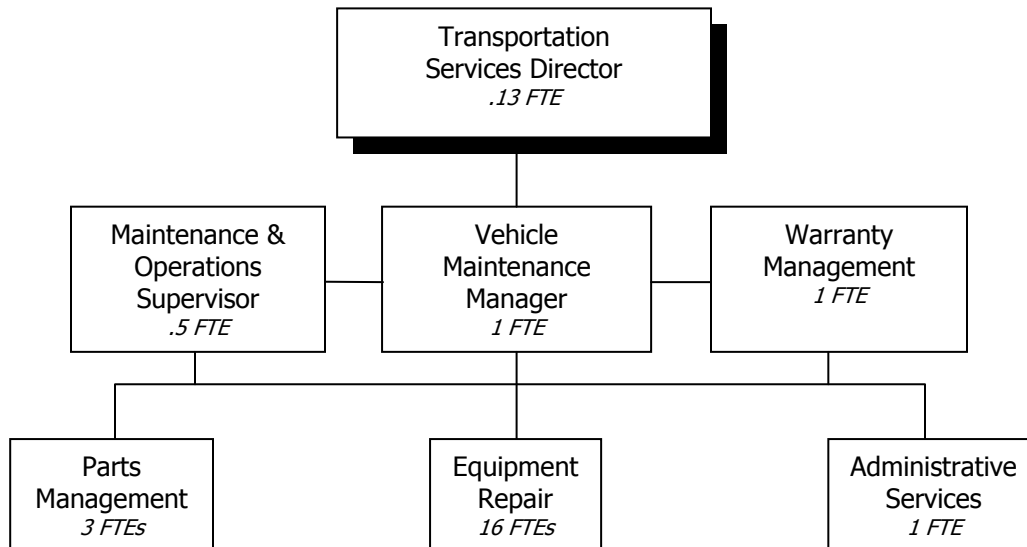
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## MOTOR VEHICLE DIVISION FUND 501

### ORGANIZATION CHART



## MISSION STATEMENT

To maintain the City's fleet equipment, in a safe and efficient manner. In addition to equipment repairs, we provide equipment specification writing, purchasing, and facilitate the disposal of retired equipment. These services are provided professionally and at a cost comparable to private enterprise.

## SUMMARY

Expenditure Budget	\$6,907,354	FTE's	22.63
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## REVENUE DESCRIPTION

The Motor Vehicle Division (MVD) bills departments on a monthly basis for services provided to General Fund Government Departments, Non-General Fund Governmental departments, and other governmental agencies. Services provided are preventative maintenance, general repairs, new vehicle in-service, parts and fuel support, accident repair, equipment purchasing/disposal, and warranty recovery for City owned equipment. Other sources of revenue include but are not limited to fuel resale, P-Card rebates, interest, warranty and insurance recovery.

Department costs change from year to year and are based on equipment usage, servicing costs, equipment age, parts cost, fuel costs, and vehicle accidents. Budgets are based on prior years' and estimated current year actual costs, plus increases based on a standard inflation index (Area CPI), and repair history.

**INVENTORY OF SERVICES****DEPARTMENT 501/Motor Vehicle Division****ACTIVITY 1 – Motor Vehicle Division (MVD)**

Labor	\$2,568,477
Fuel	1,659,474
Parts Purchased	1,513,093
M&O	1,166,310
Revenue Offset	(6,862,760)
NET COST	\$44,594
TOTAL City FTEs	22.63

**DESCRIPTION**

- Repair and maintain City cars, trucks, off-road equipment, as well as Transit buses and Para-Transit vans
- Writes specifications and/or coordinates purchasing of City equipment
- Processes warranty reimbursement requests for City equipment
- Coordinates the sale/disposal of surplus equipment with Purchasing

**EXPECTED RESULTS**

- Maintain equipment availability
- Maintain and increase warranty recovery
- Maintain Service Department productivity
- Right-size the vehicles purchased and buy hybrid or multi-fuel capable units as appropriate

**2016****ACCOMPLISHMENTS**

- ◆ Tested lighter viscosity motor oils in HD diesel engines for possible increase in miles per gallon
- ◆ Added new bio-based oils to meet WAC 220-660 environmental requirements
- ◆ Investigated electric vehicles and bio type fuels for WAC Title 194 mandate
- ◆ Initiated City fuel dispensing infrastructure upgrade project with test site install

**2017 GOALS**

- Goal #1
- Goal #2
- Goal #3
- Goal #4
- Goal #5

- Address State mandatory requirements to reduce fossil fuels with alternative fuels and electricity
- Recover \$200K dollars in warranty reimbursements
- Meet productivity goal of 1,650 hours per Mechanic/Service worker
- Continue to reduce fuel usage through equipment choices, education, idle reduction ideas and policies
- Continue city-wide fuel infrastructure upgrades

**FUTURE TRENDS**

- Extended equipment cycles will yield longer term increase in costs and higher M&O Budgets
- Decrease the City's carbon footprint, as practicable, per WAC Title 194
- Address and start use of fleet telematics for tracking, scheduling, and routing of crews and vehicles

**PERFORMANCE MEASURES**

	2015	2016 Est.	2017 Est.
Part numbers stocked	1,730	1,700	1,700
Parts issued	38,000	42,200	42,500
Technician billable hours	20,700	20,800	22,500
Mileage driven	4,627,000	4,766,700	4,800,000
Labor rate per hour	\$97.13	\$107.50	\$120.00

POSITION SUMMARY	FTE	POSITION SUMMARY	FTE
Assistant Buyer	1	Supervisor II	3
Buyer	2	Equipment Mechanic	10
Office Specialist	1	Service worker	4
Maintenance and Operations Supervisor (50% MVD and 50% Transit)	.5	Vehicle Maintenance Manager	1
Transportation Services Director	.13		

**THREE-YEAR PERSONNEL COMPARISON**

<b>Class</b>	<b>Title</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
1222	Assistant Buyer	1.0	1.0	1.0
1260	Buyer	2.0	2.0	2.0
2400	Office Specialist	1.0	1.0	1.0
2420	Office Technician	0.0	0.0	0.0
2460	Supervisor II	3.0	3.0	3.0
3690	Equipment Mechanic	10.0	10.0	10.0
3710	Equipment Service worker	3.0	3.0	4.0
6807	Transportation Services Director	.13	.13	.13
6810	Vehicle Maintenance Manager	1.0	1.0	1.0
3770	M&O Supervisor	0.0	0.5	0.5
	<b>TOTAL FTE</b>	<b>21.13</b>	<b>21.63</b>	<b>22.63</b>

**BUDGET CHANGES**

This schedule includes only staffing and new program changes from the 2016 Adopted Budget to the 2017 Proposed Budget. It excludes labor cost changes related to cost of living, step, or benefits changes.

<b>FTE</b>	<b>Item</b>	<b>Labor Amount</b>	<b>M &amp; O Amount</b>	<b>Total</b>
1.00	Add Equipment Service Worker position	81,963		81,963
	<b>Total</b>	<b>81,963</b>	<b>-</b>	<b>81,963</b>

**BUDGETED EXPENDITURES**

	2015	2016	2016	2016	2017
	Actual	Adopted Budget	As Amended 7/27/2016	Estimate	Proposed Budget
<b>Fund 501: Motor Vehicles</b>					
<b>Revenue</b>					
Beginning Balance	1,127,184	839,944	839,944	1,040,014	1,262,654
Charges for Service General Govt	1,436,203	1,381,000	1,381,000	1,285,715	1,396,760
Charges for Service Other Funds	4,249,325	5,134,500	5,134,500	4,172,791	4,568,000
Charges for Service Outside Entities	266,036	400,482	400,482	232,033	252,000
Interest Earnings	13,716	12,500	12,500	9,102	15,000
Miscellaneous Income	111,884	65,100	65,100	59,945	82,000
Inservice Reimbursements	199,701	100,025	100,025	346,840	370,000
Transfers In	-	-	-	-	175,000
Sale of Assets/Junk Salvage	4,743	6,000	6,000	4,566	4,000
<b>Total Available</b>	<b>7,408,792</b>	<b>7,939,551</b>	<b>7,939,551</b>	<b>7,151,006</b>	<b>8,125,414</b>
<b>Expenditures</b>					
Salaries & Benefits	2,204,631	2,364,452	2,364,452	2,146,037	2,568,477
Fuel	1,928,341	2,391,132	2,391,132	1,509,728	1,659,474
Parts Purchased	1,325,061	1,465,278	1,465,278	1,486,646	1,513,093
M & O	388,684	400,017	400,017	451,965	483,181
Capital Outlays	-	-	-	-	175,000
Interfund Charges	472,057	428,728	428,728	243,976	458,129
Transfer to Reserves - Fund 126	50,004	50,000	50,000	50,000	50,000
<b>Total Expenditures</b>	<b>6,368,778</b>	<b>7,099,607</b>	<b>7,099,607</b>	<b>5,888,352</b>	<b>6,907,354</b>
<b>Ending Balance</b>	<b>1,040,014</b>	<b>839,944</b>	<b>839,944</b>	<b>1,262,654</b>	<b>1,218,060</b>

<b>2017 Budget Appropriation</b>	<b>8,125,414</b>
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## SELF INSURANCE FUND 503

### SUMMARY

Expenditure Budget	\$ 7,885,664	FTE's	0.0
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### REVENUE DESCRIPTION

Revenue sources include contributions from various funds through interfund assessments, interest earnings, and other miscellaneous revenues.

The method used to distribute the *Workers' Compensation* cost of service to the departments is based on an average of the past five years actual claims experience.

The method used to distribute the *Tort Claims* cost of service to the departments is based on an average of the past five years actual claims experience. The 2017 interfund service charge revenue budget of \$796,291 for tort claims and expenses reflects a decrease of \$1,475,539 from the 2016 revenue budget of \$2,271,830.

The method used to distribute the *Insurance Premiums* cost of service to the departments is based on the purpose of the insurance. The 2017 interfund service charge revenue budget of \$2,650,379 for insurance premiums reflects a decrease of \$119,772 from the 2016 revenue budget of \$2,770,151.

The method used to distribute the *Unemployment Insurance* cost of service to the departments is based on an average of the past five years actual claims experience. The 2017 interfund service charge revenue budget of \$168,235 for unemployment benefits reflects a decrease of \$45,792 from the 2016 revenue budget of \$214,027.

There will be no 2016 assessment against Fund 401 – Utilities for the *Culmback Dam program*. Interest income will continue to accrue to the fund balance.

**INVENTORY OF SERVICES****DEPARTMENT 503/Self-Insurance Fund      ACTIVITY 1 - Workers' Compensation**

LABOR	\$0
M&O	2,941,663
Revenue Offset	(2,621,814)
NET COST	\$319,849
TOTAL FTEs	0

DESCRIPTION	<ul style="list-style-type: none"> <li>Fulfills the City's self-insurer obligations of the State Industrial Insurance Act</li> <li>Provides for the payment of Workers' Compensation benefits and related expenses</li> </ul>
EXPECTED RESULTS	<ul style="list-style-type: none"> <li>Maintain fund integrity through adequate funding of operating expenses and the self-insurance reserve</li> </ul>

**DEPARTMENT 503/Self-Insurance Fund      ACTIVITY 2 - Tort Liability & Insurance Premiums**

LABOR	\$0
M&O	4,734,000
Revenue Offset	(3,446,670)
NET COST	\$1,287,330
TOTAL FTEs	0

DESCRIPTION	<ul style="list-style-type: none"> <li>Provides for the payment of claims, judgments and related expenses arising out of torts, per Ordinance No. 3506, which created Fund 141 in 1955 (now Fund 503, Program 141)</li> <li>Provides for the payment of insurance premiums, per Ordinance No. 2029-94, which created Fund 503, Program 502</li> <li>Pays tort claims and expenses not covered by insurance or within deductible or retained amounts</li> </ul>
EXPECTED RESULTS	<ul style="list-style-type: none"> <li>Maintain fund integrity through adequate funding of operating expenses and the self-insurance reserves</li> </ul>

**DEPARTMENT 503/Self-Insurance Fund      ACTIVITY 3 - Unemployment Compensation**

LABOR	\$0
M&O	210,000
Revenue Offset	(168,235)
NET COST	\$41,765
TOTAL FTEs	0

DESCRIPTION	<ul style="list-style-type: none"> <li>Pays the actual benefit cost for unemployment claims filed by former City employees (the City became a self-insurer in 1978)</li> <li>Reimburses the state on a quarterly basis for unemployment claims per Ordinance No. 542-78, which created Fund 601 (now Fund 503, Program 601)</li> </ul>
EXPECTED RESULTS	<ul style="list-style-type: none"> <li>Maintain fund integrity through adequate funding of operating expenses and the self-insurance reserve</li> </ul>

**INVENTORY OF SERVICES (Continued)****DEPARTMENT** 503/Self-Insurance Fund **ACTIVITY** 4 - George Culmback Dam

LABOR	\$0
M&O	0
Revenue Offset	0
NET COST	\$0
TOTAL FTEs	0

**DESCRIPTION**

- The Culmback Dam Fund was created in 1979 by mutual agreement with Snohomish County PUD No. 1 to self-insure the primary layer of liability insurance (\$500,000) for liability arising out of the Dam operations
- Ordinance No. 607-79 created Fund 602 (now Fund 503, Program 602) to provide for the payment of the City's share of any liability claims; to date, no claims have been filed
- Due to insurance market conditions over time, the PUD and the City have increased the retention level and increased the reserve balance accordingly

**EXPECTED RESULTS**

- Maintain fund integrity

**BUDGETED EXPENDITURES**

	<b>2015 Actual</b>	<b>2016 Adopted Budget</b>	<b>2016 As Amended 7/27/2016</b>	<b>2016 Estimate</b>	<b>2017 Proposed Budget</b>
<b>Fund 503 - Self Insurance Fund</b>					
<b>Program 000 - Workers Comp. Self-Ins.</b>					
<b>Revenue</b>					
Beginning Balance	3,007,794	1,509,576	1,509,576	2,739,109	1,741,120
Interfund Revenue - General Fund	1,000,000	1,434,526	1,434,526	434,532	1,311,169
Interfund Revenue - Other Funds	1,201,704	1,349,395	1,349,395	1,349,394	1,310,645
Miscellaneous Revenue	87,803	50,000	50,000	50,000	50,000
Interest Earnings	50,691	26,418	26,418	38,000	28,729
<b>Total Available</b>	<b>5,347,992</b>	<b>4,369,915</b>	<b>4,369,915</b>	<b>4,611,035</b>	<b>4,441,663</b>
<b>Expenditures</b>					
Workers Comp Administration	359,632	550,087	550,087	550,087	563,839
Medical Claims	910,630	1,016,340	1,016,340	1,016,340	1,041,749
Time Loss	1,074,978	893,504	893,504	893,504	915,842
Permanent/Partial Disability Payments	263,643	409,984	409,984	409,984	420,234
<b>Total Expenditures</b>	<b>2,608,883</b>	<b>2,869,915</b>	<b>2,869,915</b>	<b>2,869,915</b>	<b>2,941,663</b>
<b>Ending Balance</b>	<b>2,739,109</b>	<b>1,500,000</b>	<b>1,500,000</b>	<b>1,741,120</b>	<b>1,500,000</b>

**BUDGETED EXPENDITURES (continued)**

	2015 Actual	2016 Adopted Budget	2016 As Amended 7/27/2016	2016 Estimate	2017 Proposed Budget
<b>Fund 503 - Self Insurance Fund</b>					
<b>Program 141 - Tort Liability Revenue</b>					
Beginning Balance	4,263,574	2,730,388	2,730,388	4,405,965	4,479,792
Intfnd Svc Chgs-Gen Govt Claims	1,029,724	1,393,291	1,393,291	393,288	499,131
Intfnd Svc Chgs-Other Fds Claims	516,680	878,539	878,539	878,539	297,160
Interest Earnings	63,245	47,782	47,782	52,000	73,917
Miscellaneous Revenue	1,216	-	-	-	-
<b>Total Available</b>	<b>5,874,439</b>	<b>5,050,000</b>	<b>5,050,000</b>	<b>5,729,792</b>	<b>5,350,000</b>
<b>Expenditures</b>					
Professional Services	678,619	600,000	600,000	400,000	600,000
Judgments and Settlements	789,855	1,250,000	1,250,000	850,000	1,250,000
<b>Total Expenditures</b>	<b>1,468,474</b>	<b>1,850,000</b>	<b>1,850,000</b>	<b>1,250,000</b>	<b>1,850,000</b>
<b>Ending Balance</b>	<b>4,405,965</b>	<b>3,200,000</b>	<b>3,200,000</b>	<b>4,479,792</b>	<b>3,500,000</b>
<b>Program 502 - Insurance Premiums Revenue</b>					
Beginning Balance	1,111,367	450,712	450,712	512,429	483,121
Intfnd Svc Chgs-Gen Govt Premiums	30,912	853,705	853,705	853,705	853,024
Intfnd Svc Chgs-Otr Fds Premiums	2,057,928	1,916,446	1,916,446	1,916,445	1,797,355
Interest Earnings	1,278	500	500	500	500
Miscellaneous Revenue	-	-	-	42	-
<b>Total Available</b>	<b>3,201,485</b>	<b>3,221,363</b>	<b>3,221,363</b>	<b>3,283,121</b>	<b>3,134,000</b>
<b>Expenditures</b>					
Premium Payments	2,689,056	3,021,363	3,021,363	2,800,000	2,884,000
<b>Total Expenditures</b>	<b>2,689,056</b>	<b>3,021,363</b>	<b>3,021,363</b>	<b>2,800,000</b>	<b>2,884,000</b>
<b>Ending Balance</b>	<b>512,429</b>	<b>200,000</b>	<b>200,000</b>	<b>483,121</b>	<b>250,000</b>
<b>Program 601 - Unemployment Comp. Revenue</b>					
Beginning Balance	339,228	158,205	158,205	171,881	188,652
Interfund Revenue - General Fund	-	148,866	148,866	148,866	112,442
Interfund Revenue - Other Funds	32,988	65,160	65,160	65,160	55,793
Interest Earnings	5,242	2,769	2,769	2,745	3,113
<b>Total Available</b>	<b>377,458</b>	<b>375,000</b>	<b>375,000</b>	<b>388,652</b>	<b>360,000</b>
<b>Expenditures</b>					
Unemployment Expenses	205,577	225,000	225,000	200,000	210,000
<b>Total Expenditures</b>	<b>205,577</b>	<b>225,000</b>	<b>225,000</b>	<b>200,000</b>	<b>210,000</b>
<b>Ending Balance</b>	<b>171,881</b>	<b>150,000</b>	<b>150,000</b>	<b>188,652</b>	<b>150,000</b>
<b>Program 602 - Culmback Dam Self-Ins. Revenue</b>					
Beginning Balance	3,015,583	3,065,584	3,065,584	3,063,197	3,111,197
Interest Earnings	47,614	53,648	53,648	48,000	51,335
<b>Total Available</b>	<b>3,063,197</b>	<b>3,119,232</b>	<b>3,119,232</b>	<b>3,111,197</b>	<b>3,162,532</b>
<b>Expenditures</b>					
Miscellaneous	-	-	-	-	-
<b>Total Expenditures</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Ending Balance</b>	<b>3,063,197</b>	<b>3,119,232</b>	<b>3,119,232</b>	<b>3,111,197</b>	<b>3,162,532</b>
<b>2017 BUDGET APPROPRIATION - FUND 503 TOTAL</b>					<b>16,448,196</b>

## COMPUTER RESERVE FUND 505

### SUMMARY

Expenditure Budget	\$ 2,738,023	FTE's	0.0
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### REVENUE DESCRIPTION

The Computer Reserve is funded by interdepartmental revenues. Computing device counts and FTE counts provide the primary basis for the amounts charged to each department.

### INVENTORY OF SERVICES

**DEPARTMENT** 505/Computer Reserve Fund      **ACTIVITY** 1-Technology Acquisition and Maintenance

M&O	\$1,338,123
CAPITAL OUTLAY	1,399,900
Revenue Offset	(2,776,143)
NET REVENUE	(\$38,120)
TOTAL FTEs	0

#### DESCRIPTION

- Funds the PC Replacement Account, which centralizes the replacement of all City PCs according to a pre-determined schedule
- Funds the Replacement Account, which accumulates funds to replace, improve, or expand the City's technology/network infrastructure and software as needs arise
- Funds the Maintenance Contracts Account, which provides a funding source for payment of technology-related, enterprise level, and annual maintenance contracts that serve multiple departments
- Funds the Special IT Projects Account, which provides a funding source for new initiatives that are not part of a standard maintenance and replacement program

#### EXPECTED RESULTS

- Provide a stable funding source for technology-related expenses

#### 2016

#### ACCOMPLISHMENTS

- ◆ Implemented Laserfiche Electronic Document Management System. Departments can now digitize paper records while applying proper records retention policies.
- ◆ Implemented Enterprise Mobility Suite. The City can now issue modern smartphones and tablets while still remaining in control of how mobile devices are utilized and secured.
- ◆ Bridged on premise storage infrastructure with Microsoft Azure. The City now has greater flexibility in provisioning storage along with a reduction in overall cost per terabyte.
- ◆ Consolidated City Wi-Fi (wireless) infrastructure for employees and visitors. The City now has improved security and management of its wireless network while lowering the complexity and cost for future expansion.
- ◆ Increased network bandwidth between Wall Street Building, South Prescient, and Snohomish County. The City now has faster interagency bandwidth and greater access to City owned fiber assets.

#### 2017 GOALS

##### Goal #1

- Improve City security by implementing Advanced Threat Analytics by 3/1/2017. Advanced Threat Analytics will improve the City's ability to proactively detect security vulnerabilities and react to potential security threats.

##### Goal #2

- Increase Parks department efficiency by replacing online class registration and scheduling system by 9/1/2017. This will replace a system going end of life in 2017.

##### Goal #3

- Increase City efficiency by implementing SharePoint Online and OneDrive by 12/31/2017. SharePoint Online will provide better collaboration between departments while reducing the overhead of supporting SharePoint on premise.

**INVENTORY OF SERVICES (continued)**

Goal #4	■ Improve the City's IT infrastructure by transitioning from SQL 2008R2 to SQL 2014/2016 by 9/1/2017. Transitioning will keep City infrastructure modern, help protect from failure, and ensure vendor support.
Goal #5	■ Increase City efficiency by implementing CommVault Archiving for electronic messages not in a central store by 8/1/2017. Migrating all electronic messages to a central CommVault archive will make City staff more efficient at applying retention and search capabilities on email.
Goal #6	■ Increase Finance department efficiency by implementing a new Tax and License System by 3/1/2017. This will improve Finance's ability to manage Tax and Licensing processes and information.
Goal #7	■ Expand City services by upgrade Utility Billing and implementing a customer portal by 8/1/2017. This will expand services to utility customers by providing a customer portal to request services, review billing history, and an improved bill payment experience.
Goal #8	■ Upgrade City-wide Finance system by 12/31/2017. Upgrading the City-wide Finance system will convert the City from Oracle to SQL Server, and provide a more modernized interface for City employees.

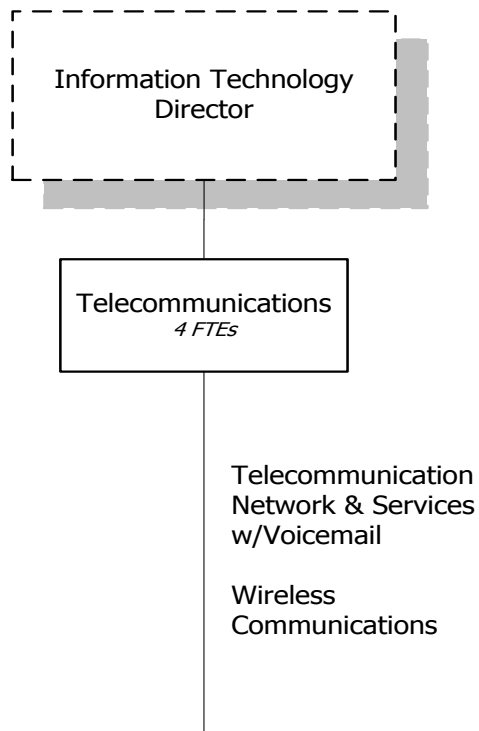
FUTURE TRENDS	■ Computing strategies will need to focus on the mobile person with computing everywhere around them.
	■ Future software solutions must support embedded analytics and integrate into existing platforms that are integrated into our business processes and routine user activities.
	■ Cloud computing will drive future delivery models. Software and hardware lifecycle replacements must take this into account.

**BUDGETED EXPENDITURES**

	2015 Actual	2016 Adopted Budget	2016 As Amended 7/27/2016	2016 Estimate	2017 Proposed Budget
<b>Fund 505: Computer Equipment Reserve</b>					
<b>Revenue</b>					
Beginning Balance	1,093,066	1,248,745	1,248,745	1,531,503	1,182,777
Maintenance Contracts	1,252,500	1,496,255	1,496,255	1,496,255	1,338,123
PC Replacement Account	250,008	250,000	250,000	250,000	257,855
Technology Refresh Account	529,885	500,000	500,000	500,000	507,503
Special Projects Account	-	-	-	-	672,663
Transfer In	295,000	-	108,120	107,837	-
Interest Earnings	23,953	8,600	8,600	17,845	20,500
<b>Total Available</b>	<b>3,444,412</b>	<b>3,503,600</b>	<b>3,611,720</b>	<b>3,903,440</b>	<b>3,979,421</b>
<b>Expenditures</b>					
Maintenance Contracts	1,111,424	1,311,527	1,311,527	1,222,683	1,338,123
PC Replacement Account	185,659	250,000	250,000	178,771	265,897
Technology Replacement Account	615,826	1,192,047	1,300,167	1,319,209	461,340
Special Projects Account	-	-	-	-	672,663
<b>Total Expenditures</b>	<b>1,912,909</b>	<b>2,753,574</b>	<b>2,861,694</b>	<b>2,720,663</b>	<b>2,738,023</b>
<b>Ending Balance</b>	<b>1,531,503</b>	<b>750,026</b>	<b>750,026</b>	<b>1,182,777</b>	<b>1,241,398</b>
<b>2017 Budget Appropriation</b>					<b>3,979,421</b>

## **TELECOMMUNICATIONS FUND 507**

### **ORGANIZATION CHART**



**MISSION STATEMENT**

To provide state-of-the-art telecommunication services to City departments, Administration, and City Council, thereby enhancing accessibility of the citizens to City government.

**SUMMARY**

Expenditure Budget	\$ 1,488,336	FTE's	4.0
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**REVENUE DESCRIPTION**

Interdepartmental revenues support this fund. The number of telephones and voicemail boxes assigned provides the basis for the amount charged to each department.



**INVENTORY OF SERVICES****DEPARTMENT** 507/Telecommunications Division **ACTIVITY** 1 - Telecommunications Network & Services

LABOR	\$359,341
M&O	847,873
Revenue Offset	(1,025,051)
NET REVENUE	\$182,163
TOTAL FTEs	2.80

**DESCRIPTION**

- Manages citywide telecommunications network including equipment, service, long distance, voice, voice messaging, television services, and video conferencing
- Manages the day-to-day operation and repair of the voice network
- Maintains and provides citywide directory services
- Manages citywide call accounting system

**EXPECTED RESULTS**

- Provide telecommunication services to all City buildings with continued and improved public access to City staff and services via telephone, fax, data, voicemail, and video conferencing
- Provide 24-hour network support, utilizing city staff, certified NEC PBX technicians, and certified AVST voicemail technicians, to include work orders and trouble tickets for the telephone and voicemail systems
- Provide timely and accurate in-house directory services on-line and hard copy and coordinated directory services with the local telephone company to include listings, yellow page advertisements and on-line services
- Provide citywide call accounting system, including monthly usage reports to departments
- Produce accurate equipment and service billings
- Obtain authorization for new/additional equipment and services that enhance operation of the telecommunications network

**2016 ACCOMPLISHMENTS**

- ◆ Purchased and trained on Fiber testing system to support the City Fiber Network, upgraded UPS systems at Forest Park, Traffic Management, and Water Pollution Control Facility
- ◆ Upgraded the Skype system in the Telecommunications Video Room to improve customer service for City departments and installed video system for Everett Station
- ◆ Reviewed newly released NEC and AVST equipment for considered use with the voice network including Team Q as a replacement for ACD

**2017 GOALS**

- Goal #1 ■ Upgrade NEC digital cards to support newly released NEC equipment and software
- Goal #2 ■ Install AVST Team Q in a test mode to be used as a replacement for ACD/UCD
- Goal #3 ■ Continue our review of the network, all line services and expenses in an effort to eliminate or reduce our current expenses and to improve service

**FUTURE TRENDS**

- Rapid advancement in telecommunications technology

PERFORMANCE MEASURES	2015	2016 Est.	2017 Est.
Number of telephones supported	1,673	1680	1,696
Number of conference calls	222	238	230
Number of work order/trouble tickets	373	385	300
Incoming calls processed	855,941	805,757	825,000
Total calls processed	1,824,563	1,826,310	1,820,000
Number of calls to voicemail	975,000	985,932	999,000
Number of voicemail boxes supported	1,373	1,427	1,427

POSITION SUMMARY	FTE	POSITION SUMMARY	FTE
Telecommunications Manager	.90	Telecommunications Assistant	.10
Network Systems Analyst	1.80		

**INVENTORY OF SERVICES (Continued)****DEPARTMENT 507/Telecommunications Division ACTIVITY 2 - Wireless Communications**

LABOR	\$125,158
M&O	155,964
Revenue Offset	(281,122)
NET COST	\$0
TOTAL FTEs	1.20

**DESCRIPTION**

- Maintains and manages citywide cellular telephone, Blackberry, Smartphones, data cards, pager, and accessory inventory
- Analyzes new equipment to determine if it meets standard for placement in our system
- Manages the wireless vendors
- Manages the distribution of equipment, accessories, and service, and provides repair and training
- Manages billings, rate plans, and reimbursement process for personal calls
- Advises City staff on rate plans, equipment, accessories, and provides 24-hour support on all cellular and paging equipment, accessories, and service
- Reviews and approves all wireless service and equipment billings, adjusting rate plans based on employee usage and activities

**EXPECTED RESULTS**

- Maintain adequate stock of spare equipment and accessories necessary to meet the day-to-day demands of City staff and provide same-day replacement of equipment that has been lost or damaged
- Review and test new equipment for durability, visuals, and ease of use before adding to the approved and recommended equipment list
- Foster a solid and proactive relationship with each of the wireless vendors, including them as a member of the team that supplies and supports the City's wireless needs

2016

**ACCOMPLISHMENTS**

- ◆ Implemented InTune and migrated 115 Blackberries to iPhone6, upgraded 110 wireless data cards, and implemented 24 Sierra Wireless devices for Fire front line rigs to improve connectivity
- ◆ Audited Verizon Wireless cellular bills and adjusted 148 rate plans to offset the cost of the purchase of the iPhone equipment and accessories

2017 GOALS

**Goal #1**

- Implement and train users on mobile texting, add QOS to wireless data cards for first responders, and continue to upgrade existing users to the iPhone6 to improve work mobility

**Goal #2**

- Provide state-of-the-art, cost-effective equipment and service for our customers while reviewing all service plans and equipment in an effort to reduce the overall expense

**FUTURE TRENDS**

- Rapid technological advancement in telecommunications

**PERFORMANCE MEASURES**

	2015	2016 Est.	2017 Est.
📉 Number of cellular telephones supported	370	380	400
📉 Number of smart devices supported	101	139	175
📉 Number of wireless data plans	340	360	365
📉 Cellular rate plan adjustments	168	148	183
📉 Number of wireless priority service emergency services	22	22	22
📉 Number of pagers supported	43	41	41

POSITION SUMMARY	FTE	POSITION SUMMARY	FTE
Telecommunications Assistant	.90	IT/Telecommunications Manager	.10
Network Systems Analyst	.20		

**THREE-YEAR PERSONNEL COMPARISON**

Class	Title	2015	2016	2017
6208	Telecommunications Manager	1.0	1.0	1.0
2015	Telecommunications Assistant	1.0	1.0	1.0
1410	Network Systems Analyst	1.0	1.0	2.0
<b>TOTAL FTE</b>		<b>3.0</b>	<b>3.0</b>	<b>4.0</b>

**BUDGET CHANGES**

This schedule includes only staffing and new program changes from the 2016 Adopted Budget to the 2017 Proposed Budget. It excludes labor cost changes related to cost of living, step, or benefits changes.

FTE	Item	Labor Amount	M & O Amount	Total
1.00	Add Network Systems Analyst position	105,622		105,622
	Reduce Professional Services (NEC/AVST Certified Tech)		(150,000)	(150,000)
	<b>Total</b>	<b>105,622</b>	<b>(150,000)</b>	<b>(44,378)</b>

**BUDGETED EXPENDITURES**

	2015	2016	2016	2016	2017
	Actual	Adopted Budget	As Amended 7/27/2016	Estimate	Proposed Budget
<b>Fund 507: Telecommunications</b>					
<b>Revenue</b>					
Beginning Balance	472,075	448,473	448,473	471,335	474,944
Interfund Revenue	1,199,748	1,258,248	1,258,248	1,258,248	1,306,173
Miscellaneous	1,842	-	-	-	-
Interest Earnings	11,280	16,000	16,000	10,000	10,000
<b>Total Available</b>	<b>1,684,945</b>	<b>1,722,721</b>	<b>1,722,721</b>	<b>1,739,583</b>	<b>1,791,117</b>
<b>Expenditures</b>					
Salaries & Benefits	330,985	357,577	357,577	357,577	484,499
M & O	4,679	6,348	6,348	6,348	6,348
Pagers	1,866	1,800	1,800	1,800	1,704
Cellular Telephone Service	176,127	151,892	151,892	151,892	154,260
Network Maintenance Agreements	224,442	226,219	226,219	226,219	238,498
T-1 Spans	147,486	162,344	162,344	162,344	221,964
Network Operating Costs	133,214	134,510	134,510	134,510	140,420
Directory Advertising	3,877	5,333	5,333	5,333	4,943
Installation Charges	-	18,000	18,000	18,000	18,000
Long Distance Service	6,813	13,800	13,800	13,800	15,000
Business/Data/Radio Service	82,304	80,064	80,064	80,064	85,476
Tools/Telephone Supplies	30,073	31,500	31,500	31,500	31,680
InterFund Services & Charges	49,608	39,252	39,252	39,252	49,544
New/Replacement Equipment	22,136	36,000	36,000	36,000	36,000
<b>Total Expenditures</b>	<b>1,213,610</b>	<b>1,264,639</b>	<b>1,264,639</b>	<b>1,264,639</b>	<b>1,488,336</b>
<b>Ending Balance</b>	<b>471,335</b>	<b>458,082</b>	<b>458,082</b>	<b>474,944</b>	<b>302,781</b>
<b>2017 Budget Appropriation</b>					<b>1,791,117</b>

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## EMPLOYEE HEALTH BENEFITS RESERVE FUND 508

### SUMMARY

Expenditure Budget	\$15,624,417	FTE's	0.0
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### REVENUE DESCRIPTION

Each City department is charged a budgeted percent of its salaries (the payroll overhead rate). A portion of this overhead rate budget is directed to the Health Benefits Reserve Fund to provide funding for the City's self-insured medical and dental health benefits.





Note: HMA is the third party administrator for medical and vision claims

### INVENTORY OF SERVICES

**DEPARTMENT**    508/Health Benefits Reserve                      **ACTIVITY**    1 - Self-Insured Medical and Dental Benefits

LABOR	\$0
M&O	15,624,417
Revenue Offset	(1,696,977)
NET COST	<u>\$13,927,440</u>
TOTAL FTEs	0


#### DESCRIPTION

-  Provides employee medical, prescription, and dental benefits
-  Carries stop-loss insurance for aggregate claims exceeding 125% of expected paid claims
-  Carries stop-loss insurance for individual claims exceeding \$200,000
-  Maintains reserves for incurred but not reported (IBNR) liabilities and claims volatility

#### EXPECTED RESULTS

-  Stable funding for employee medical, prescription, and dental benefits

#### FUTURE TRENDS

-  Rising medical benefit costs continue to be a national issue

#### PERFORMANCE MEASURES

-  Provided health benefits for approximately 910 employees and their dependents

**BUDGETED EXPENDITURES**

	2015	2016	2016	2016	2017
	Actual	Adopted	As Amended	Estimate	Proposed
<b>Fund 508: Health Benefits Reserve</b>	<b>Actual</b>	<b>Budget</b>	<b>7/27/2016</b>	<b>Estimate</b>	<b>Budget</b>
<b>Revenue</b>					
Beginning Balance	4,256,233	5,341,253	5,341,253	5,908,487	6,413,207
COBRA Administrative Fee	4,102	3,500	3,500	4,200	4,500
Interest Earnings	83,284	66,000	66,000	85,000	90,000
COBRA Premiums	203,333	150,000	150,000	225,000	230,000
Insurance Recovery	273,865	-	-	-	-
Interfund Contribution	13,077,460	12,890,520	12,890,520	12,890,520	14,215,811
Employee Trust Contribution	594,297	960,000	960,000	960,000	1,372,477
<b>Total Available</b>	<b>18,492,574</b>	<b>19,411,273</b>	<b>19,411,273</b>	<b>20,073,207</b>	<b>22,325,995</b>
<b>Expenditures</b>					
M & O	11,497	10,000	10,000	10,000	10,000
Professional Services	1,007,826	1,150,000	1,150,000	1,150,000	1,150,000
Health Benefits	11,564,764	12,890,520	12,890,520	12,500,000	14,464,417
<b>Total Expenditures</b>	<b>12,584,087</b>	<b>14,050,520</b>	<b>14,050,520</b>	<b>13,660,000</b>	<b>15,624,417</b>
<b>Ending Balance Before Reserves</b>	<b>5,908,487</b>	<b>5,360,753</b>	<b>5,360,753</b>	<b>6,413,207</b>	<b>6,701,578</b>
Less Incurred But Not Reported (IBNR)	2,266,861	2,266,861	2,266,861	2,004,930	2,626,740
Less Claims Contingency Reserve	2,266,861	2,266,861	2,266,861	2,004,930	2,626,740
<b>Ending Balance</b>	<b>1,374,765</b>	<b>827,031</b>	<b>827,031</b>	<b>2,403,347</b>	<b>1,448,098</b>
<b>2017 Budget Appropriation</b>					<b>22,325,995</b>